

ABSTRACT OF THE DISCLOSURE

A method for submitting a bug report utilizes a bug submission module to request a bug submission service from a first support host using a Support Interface Module for communicating with the first support host. The bug submission service includes a list of data to be collected and the return address of a second support host. The first support host also includes a support services resource. The bug submission module receives the requested bug submission service from the first support host using the Support Interface Module and collects data based on the list of data to be collected. The bug submission module then sends the collected data to the return address of second support host using the Support Interface Module.